XPS One™

SETUP GUIDE

YOURS IS HERE

XPS One™

SETUP GUIDE

Model MTG24

Notes, Notices, and Cautions

NOTE: A NOTE indicates important information that helps you make better use of your computer.

NOTICE: A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.

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March 2009 P/N HW049 Rev. A01

Contents

Setting Up Your XPS One™ Computer

This section provides information about setting up your XPS One A2420 and connecting peripherals.



Before Setting Up Your Computer

When positioning your computer, ensure that you allow easy access to a power source, adequate ventilation, and a level surface to place your computer.

Restricting airflow around your XPS One may cause it to overheat. To prevent overheating ensure that you leave a minimum of 5.1 cm (2 in.) on all other sides. You should never put your computer in an enclosed space, such as a cabinet when it is powered on.

Set Up the Wireless Keyboard and Mouse

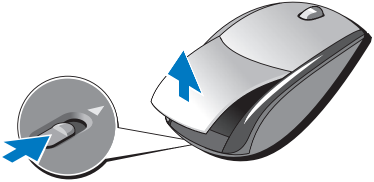
Your XPS One computer supports a special wireless (non-Bluetooth®) keyboard and mouse which are optimized for use with your computer.

NOTE: The wireless keyboard and mouse have special features which may not be available on other devices that could be used with your computer.

To set up your wireless keyboard and mouse:

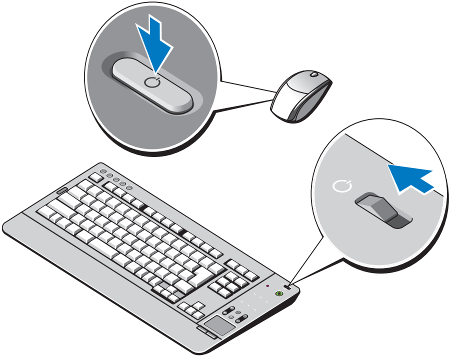
1. Install the batteries in the wireless keyboard and mouse.





2. Turn on the wireless keyboard and mouse.

NOTE: The wireless keyboard and mouse are synced and ready to use. If you have a problem setting up your wireless keyboard and mouse, see “Wireless Keyboard or Mouse Problems” on page 31.



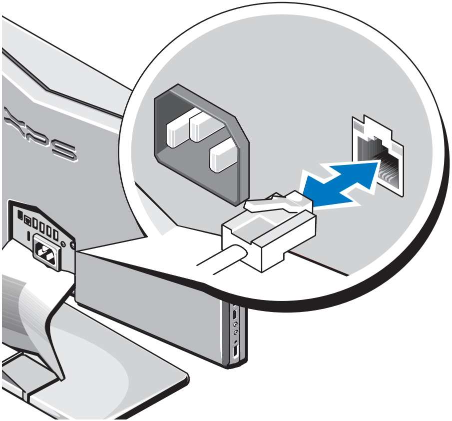
Connect the Network Cable (Optional)

A network connection is not required to complete this computer setup, but if you have an existing network or Internet connection that uses a cable connection (such as a home cable modem or Ethernet jack), you can connect it now.

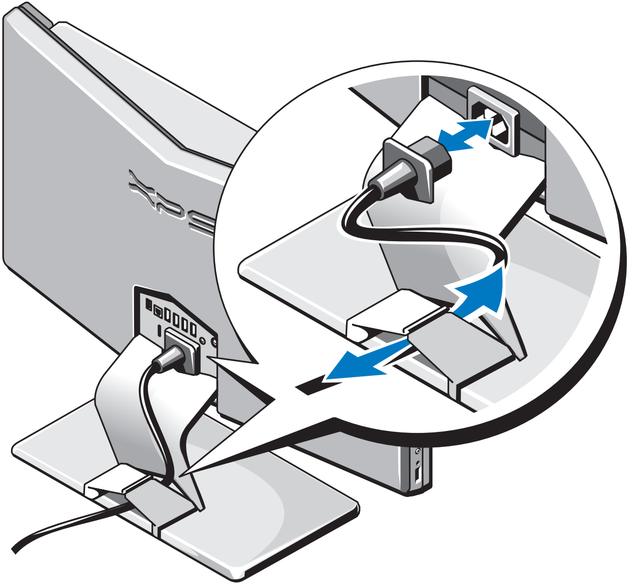
Use only an Ethernet cable (RJ45 connector). Do not plug a telephone cable (RJ11 connector) into the network connector.



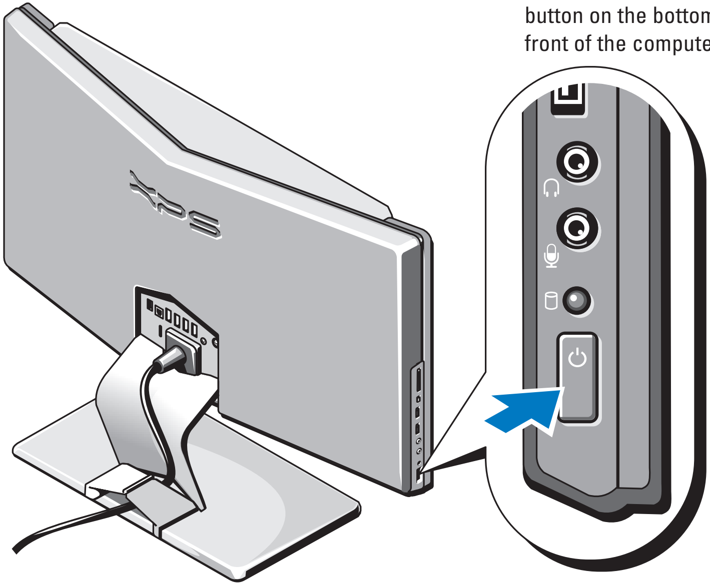
To attach your computer to a network or broadband device, connect one end of a network cable to either a network port or a broadband device. Connect the other end of the network cable to the network adapter connector on the back panel of your computer. A click indicates that the network cable has been securely attached.



Connect the Power Cable



Press the Computer Power Button



NOTE: If the computer appears to be on, but the display is off, touch the display power button on the bottom right corner of the front of the computer.

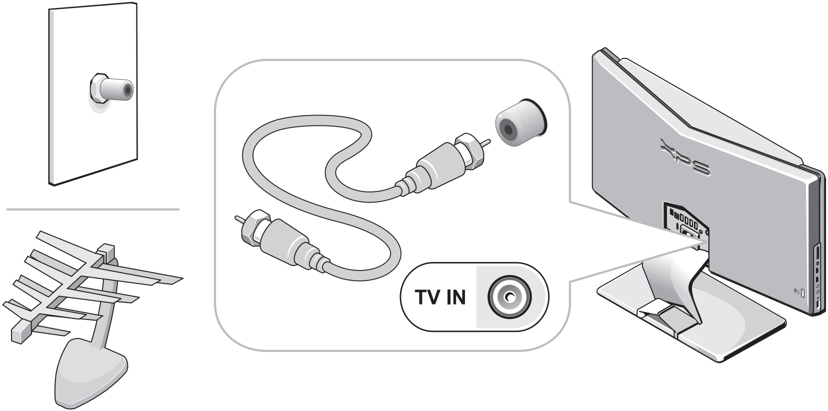
Windows Vista® Setup

Your Dell computer is preconfigured with Windows Vista. To set up Windows Vista for the first time, follow the instructions on the screen. These steps are mandatory and may take up to 15 minutes to complete. The screens will take you through several procedures including accepting license agreements, setting preferences, and setting up an Internet connection.

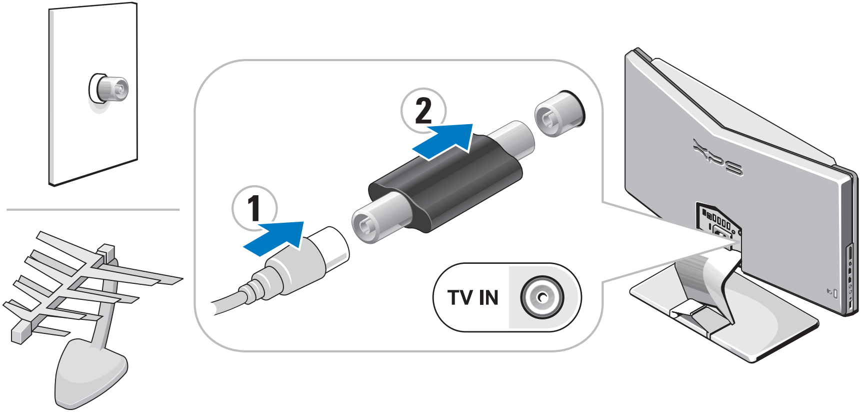
NOTICE: Do not interrupt the operating system's setup process. Doing so may render your computer unusable.

Set Up Media Center (For Use With Optional TV Tuner)

1. If you do not have a set-top box, connect the TV Cable or Digital Antenna Cable.

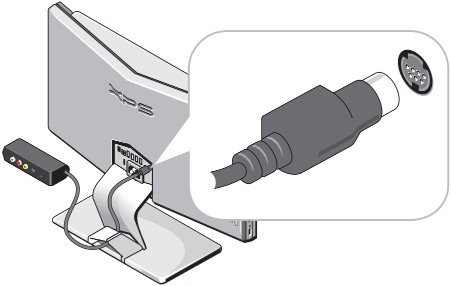


NOTE: In some regions, you must connect the TV cable or digital antenna cable to the isolator before connecting to the TV IN connector.

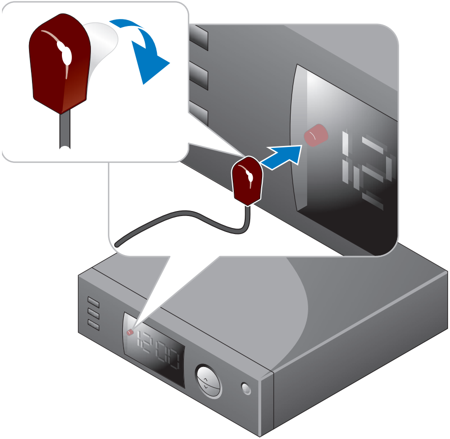


2. If you have a set-top box:

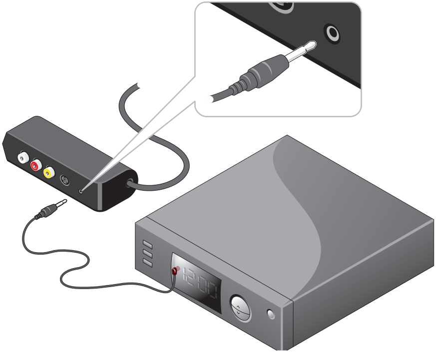
a. Connect the TV Input Device



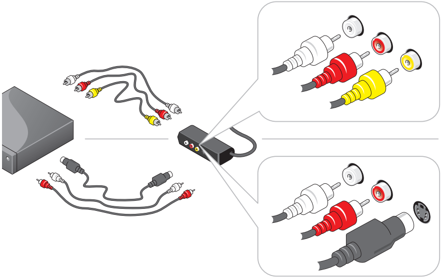
b. Attach the IR Transmitter to the Set-Top Box



c. Connect the IR Transmitter to the TV Input Device

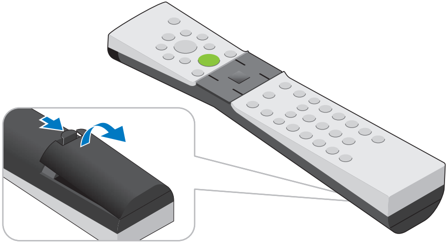


d. Connect the Set-Top Box to the TV Input Device (Cables Not Included)

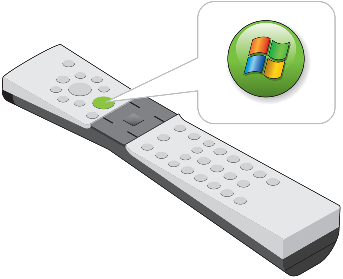


NOTE: Connect only one video cable.

3. Install the batteries (included)



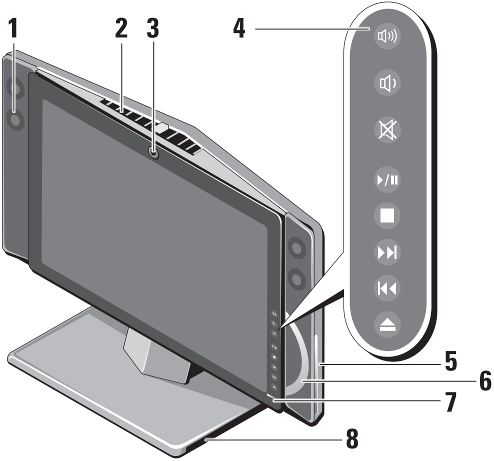
4. Press the button to launch the media center



Using Your XPS One

Your XPS One A2420 has indicators, buttons, and features that provide information at-a-glance and time-saving shortcuts for common tasks.

Front View Features



1 **Speakers (2)**

2 **Air vents** — Internal fans create airflow through the vents to prevent the computer from overheating. The fans are turned on automatically when the computer gets hot. Fan noise is normal and does not indicate a problem with the fan or the computer.

⚠ **CAUTION: Ensure that none of the computer air vents are blocked. Blocking the vents will cause serious thermal problems.**

3 **2.0 mega pixel camera/microphone** — Built-in camera and microphone array for video capture, conferencing, and chat. When the camera/microphone array is in use, the blue back-light lights up.

NOTE: Your computer may have the FastAccess facial recognition feature. This feature helps keep your Dell computer secure by learning your face and minimizing the need for you to use login passwords. For more information, click **Start** → **Programs**→ **FastAccess**.

4 **Media control buttons** — Controls CD, DVD, Blu-ray Disc™ (BD), and Media Player. See “Using the Media Control Buttons” on page 25.

5 **Optical drive** — Plays or records only standard-size (12 cm) CDs, DVDs, and Blu-ray Discs. See “Using the Optical Disc Drive” on page 26 for more information.

6 **Disc indicator** — Lights up when a disc is in the optical drive.

7 **Display power button** — Press to turn the display on and off without changing the overall operating state of the computer.

8 **Computer stand** — Use the stand to tilt the display to your preferred angle. It can be rotated from 5° towards you to 25° away from you. The stand provides stability to the computer; it is not a removable part.

CAUTION: The computer stand should remain installed at all times to ensure maximum system stability.

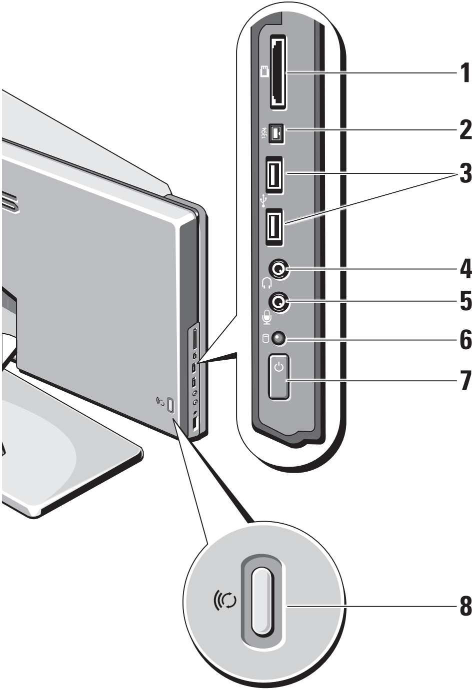
Left Side Features

1 **Media card reader** — Provides a fast and convenient way to view and share digital photos, music, videos, and documents stored on the following digital memory cards:

- Secure digital (SD) memory card
- Secure Digital High Capacity (SDHC) card
- Multi Media Card (MMC)
- Memory Stick
- Memory Stick PRO
- xD-Picture Card (type - M and type - H)

2 1394 **Mini IEEE 1394a connector** — Connects to high-speed serial multimedia devices, such as digital video cameras.

3 **USB 2.0 connectors (2)** — Connect USB devices, such as a mouse, keyboard, printer, external drive, or MP3 player.



4 **Headphone or line-out connector** — Connects to headphones.

NOTE: To connect to a powered speaker or sound system, use the **audio out** or **S/PDIF** connector on the back of your computer

5 **Microphone or line-in connector** — Connects to a microphone for voice or to an audio cable for audio.

6 **Hard drive activity light** — Turns on when the computer reads or writes data. A flashing light indicates hard drive activity.

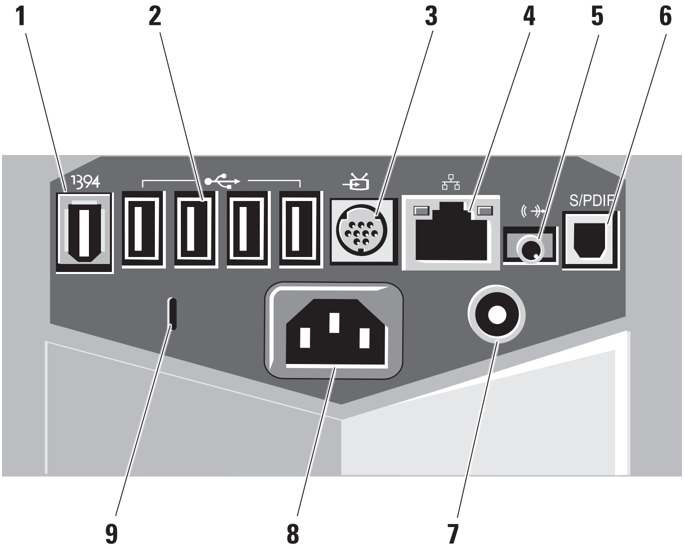
NOTICE: To avoid loss of data, never turn off the computer while the hard drive activity light is flashing.

7 **Power button and light** — Turns the power on or off when pressed. The light in the center of this button indicates the power state:

- Blinking blue — the computer is in sleep state.
- Solid blue — the computer is in power-on state.
- Solid amber — the system board cannot start initialization. There may be an issue with either the system board or power supply.

8 **Wireless sync button** — A wireless connection can be established between your wireless keyboard and mouse and your computer. Press the sync button on the back of your computer, then press the sync button on the device that you wish to use.

Back Panel Connectors



1 **IEEE 1394a connector** — Connects to high-speed serial multimedia devices, such as digital video cameras.

2 **USB 2.0 connectors (4)** — Connect USB devices, such as a mouse, keyboard, printer, external drive, or MP3 player.

3 **TV input-device connector** — Connects your computer to the TV input-device.

4 **Network connector and light** — Connects your computer to a network or broadband device. The network activity light flashes when the computer is transmitting or receiving data. A high volume of network traffic may make this light appear to be in a steady "on" state.

5 **2.0 audio out connector** — Connects speakers for 2.0 audio.

6 **S/PDIF connector** — Connects to amplifiers and TVs for digital audio through optical digital cables. This format carries an audio signal without going through an analog audio conversion process.

7 **TV-in connector** — Connects to the TV cable or digital antenna cable.

8 **Power connector** — Connects your computer to the AC power cable.

9 **Security cable slot** — Connects to a lock for a security cable used as an anti-theft device.

NOTE: Before you buy a lock, ensure that it works with the security cable slot on your computer.

Wireless Keyboard

Your XPS One supports a special wireless (non-Bluetooth) keyboard which is optimized for use with your computer.

1. touch pad
2. touch-pad buttons
3. alternate left touch-pad button



Using the Touch Pad

The touch pad detects the pressure and movement of your finger to allow you to move the cursor on the display. Use the touch pad and touch-pad buttons as you would use a mouse.

- To move the cursor, lightly slide your finger over the touch pad.
- To select an object, position the cursor on the object and lightly tap once on the surface of the touch pad or use your thumb to press the left touch-pad button or the alternate left touch-pad button to the left of the keyboard.
- To select and move (or drag) an object, position the cursor on the object and tap twice on the touch pad. On the second tap, leave your finger on the touch pad and move the selected object by sliding your finger over the surface.
- To double-click an object, position the cursor on the object and tap twice on the touch pad or use your thumb to press the left touch-pad button twice (the alternate left touch-pad button to the left of the keyboard can also be used).

Customizing the Touch Pad

You can use the Mouse Properties window to adjust the touch pad settings.

Click **Start** → **Control Panel** → **Hardware and Sound** → **Mouse**.

Using the Media Control Buttons

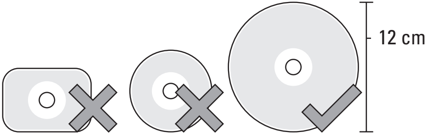
NOTE: The media control buttons are touch sensitive, and as such, may feel different from other buttons when pressed.

The media control buttons to the right of your display may flash during startup.

The media control buttons only light up when the user's hand is detected in close proximity to the right of the display. Your keyboard may also incorporate some of these media control buttons.

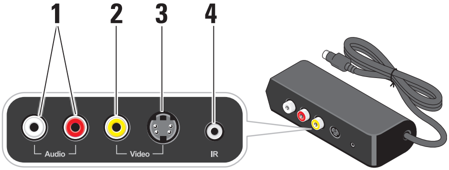
Using the Optical Disc Drive

NOTICE: Do not use non-standard-size or shape discs (including mini-CDs and mini-DVDs) or you will damage the drive.



NOTE: Do not move the computer while playing or recording CDs and DVDs.

TV Input Device (Optional)



1	**audio**
2	**composite video**
3	**S-video**
4	**IR connector**

Software Features

NOTE: For more information about the features described in this section, see the *Dell Technology Guide* available on your computer or on the Dell Support website at **support.dell.com**.

Productivity and Communication

You can use your computer to create presentations, brochures, greeting cards, fliers, and spreadsheets. You can also edit and view digital photographs and images. Check your purchase order for software installed on your computer.

After connecting to the Internet, you can access websites, set up an e-mail account, upload and download files, and so on.

Entertainment and Multimedia

You can use your computer to watch videos, play games, create your own CDs, listen to music and radio stations. Your optical disc drive may support multiple disc media formats including CDs, Blu-ray Discs (if the option is selected at the time of purchase), and DVDs.

You can download or copy pictures and video files from portable devices, such as digital cameras and cell phones. Optional software applications enable you to organize and create music and video files that can be recorded to disc, saved on portable products such as MP3 players and handheld entertainment devices, or played and viewed directly on connected TVs, projectors, and home theater equipment.

Customizing the Desktop

You can customize your desktop to change the appearance, resolution, wallpaper, screensaver, and so on by accessing the **Personalize appearance and sounds** window.

To customize your desktop:

1. Right-click an open area of the desktop.
2. Click **Personalize**, to open the **Personalize appearance and sounds** window and learn more about your customization options.

Customizing Your Energy Settings

You can use the power options in your operating system to configure the power settings on your computer. Microsoft® Windows Vista® provides three default options:

- **Balanced** — This power option offers full performance when you need it and saves power during periods of inactivity.
- **Power saver** — This power option saves power on your computer by reducing system performance to maximize the life of the computer and by reducing the amount of energy consumed by your computer over its lifetime.
- **High performance** — This power option provides the highest level of system performance on your computer by adapting processor speed to your activity and by maximizing system performance.

Backing Up Your Data

It is recommended that you periodically back up files and folders on your computer. To back up files:

1. Click **Start** → **Control Panel**→ **System and Maintenance**→ **Welcome Center**→ **Transfer files and settings**.
2. Click **Continue** on the **User Account Control** window and follow the instructions on the screen.

Connect to the Internet (Optional)

NOTE: ISPs and ISP offerings vary by country.

To connect to the Internet, you need an external modem or network connection and an Internet service provider (ISP). Your ISP will offer one or more of the following Internet connection options:

- DSL connections that provide high-speed Internet access through your existing

telephone line or cellular telephone service. With a DSL connection, you can access the Internet and use your telephone on the same line simultaneously.

- Cable modem connections that provide high-speed Internet access through your local cable TV line.
- Satellite modem connections that provide high-speed Internet access through a satellite television system.
- Dial-up connections that provide Internet access through a telephone line. Dial-up connections are considerably slower than DSL and cable (or satellite) modem connections. Your computer does not have an integrated modem. An optional USB modem must be used for dialup service with this computer.
- Wireless LAN connections that provide Internet access using WiFi 802.11 technology. Wireless LAN support requires optional internal components that may or may not be installed in your computer based on decisions made at the time of purchase.

NOTE: If an external USB modem or WLAN adapter is not part of your original order you can purchase one from the Dell website at **dell.com**.

Setting Up a Wired Internet Connection

If you are using a dial-up connection, connect the telephone line to the external USB modem (optional) and to the telephone wall jack before you set up your Internet connection. If you are using a DSL or cable/satellite modem connection, contact your ISP or cellular telephone service for setup instructions.

Setting Up a Wireless Connection

Before you can use your wireless Internet connection, you need to connect to your wireless router. To set up your connection to a wireless router:

1. Save and close any open files, and exit any open programs.

2. Click **Start** → **Connect To**.
3. Follow the instructions on the screen to complete the setup.

Setting Up Your Internet Connection

If you do not have an ISP icon on your desktop or if you want to set up an Internet connection with a different ISP, perform the steps in the following section.

NOTE: If you cannot connect to the Internet but have successfully connected in the past, the ISP might have a service outage. Contact your ISP to check the service status, or try connecting again later.

NOTE: Have your ISP information ready. If you do not have an ISP, the Connect to the Internet wizard can help you get one.

1. Save and close any open files, and exit any open programs.
2. Click **Start** → **Control Panel**.
3. Under **Network and Internet**, click **Connect to the Internet**.

   The **Connect to the Internet** window appears.
4. Click either **Broadband (PPPoE)** or **Dial-up**, depending on how you want to connect:
   a. Choose **Broadband** if you will use a DSL, satellite modem, cable TV modem, or Bluetooth® wireless technology connection.
   b. Chose **Dial-up** if you will use an optional USB dial-up modem or ISDN.

NOTE: If you do not know which type of connection to select, click **Help me choose** or contact your ISP.

5. Follow the instructions on the screen and use the setup information provided by your ISP to complete the setup.

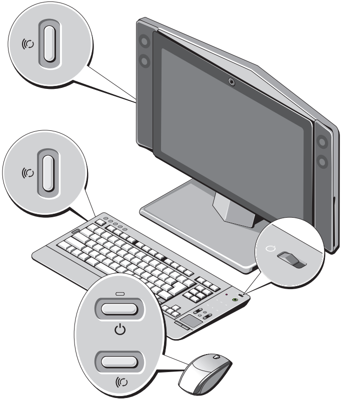
Solving Problems

This section provides troubleshooting information for your computer. If you cannot solve your problem using the following guidelines, see “Using Support Tools” on page 38 or “Contacting Dell” on page 53.

Wireless Keyboard or Mouse Problems

If the mouse and keyboard stop communicating with the computer — The batteries may not be working or the keyboard and mouse have lost their connection with the computer.

- Check the batteries in the keyboard and mouse to ensure that they have enough power and are installed correctly.
- Check the battery charge LED located below the keyboard power button. If the LED is blinking amber, replace the batteries.
- Re-establish a connection with the computer:
    a. Turn on the computer, mouse, and keyboard.



b. Press the wireless sync button at the back of your computer and then the wireless sync button on your keyboard.

c. Press the wireless sync button on the computer again, and then the wireless sync button on your mouse. The mouse and keyboard should now be paired.

Network Problems

Wireless Connections

If the network connection is lost — The wireless router is offline or wireless has been disabled on the computer.

- Check your wireless router to ensure it is powered on and connected to your data source (cable modem or network hub).
- Re-establish your connection to the wireless router:

    a. Save and close any open files, and exit any open programs.

    b. Click **Start** → **Connect To**.

    c. Follow the instructions on the screen to complete the setup.

Wired Connections

If the network connection is lost — The cable is loose or damaged.

- Check the cable to ensure it is plugged in and not damaged.

The link integrity light on the integrated network connector lets you verify that your connection is working and provides information on the status:

- Green — A good connection exists between a 10-Mbps network and the computer.
- Orange — A good connection exists between a 100-Mbps network and the computer.

- Yellow — A good connection exists between a 1000-Mbps network and the computer.
- Off — The computer is not detecting a physical connection to the network.

NOTE: The link integrity light on the network connector is only for the wired cable connection. The link integrity light does not provide status for wireless connections.

Power Problems

If the power light is off — The computer is either turned off or is not receiving power.

- Reseat the power cable into both the power connector on the computer and the electrical outlet.
- If the computer is plugged into a power strip, ensure that the power strip is plugged into an electrical outlet and that the power strip is turned on. Also bypass power protection devices, power strips, and power extension cables to verify that the computer turns on properly.
- Ensure that the electrical outlet is working by testing it with another device, such as a lamp.
- Contact Dell, see “Contacting Dell” on page 53.

If the power light is blue and the computer is not responding —

- Ensure that the display is powered on.
- If the display is connected and powered on contact Dell, see “Contacting Dell” on page 53.

If the power light is blinking blue — The computer is in sleep state. Press a key on the keyboard, move the pointer using the touch pad or a connected mouse, or press the power button to resume normal operation.

If the power light is steady amber — There is a power problem, a device may be malfunctioning or incorrectly installed. For assistance contact Dell, see “Contacting Dell” on page 53.

If you encounter interference that hinders reception on your computer — An unwanted signal is creating interference by interrupting or blocking other signals. Some possible causes of interference are:

- Power, keyboard, and mouse extension cables.
- Too many devices connected to a power strip.
- Multiple power strips connected to the same electrical outlet.

Memory Problems

If you receive an insufficient memory message—

- Save and close any open files and exit any open programs you are not using to see if that resolves the problem.
- See the software documentation for minimum memory requirements. For assistance contact Dell, see “Contacting Dell” on page 53.
- Run Dell Diagnostics, see “Dell Diagnostics” on page 41.

If you experience other memory problems —

- Ensure that the memory you are using is supported by your computer. For more information about the type of memory supported by your computer, see “Specifications” on page 56.
- Run the Dell Diagnostics, see “Dell Diagnostics” on page 41.

Lockups and Software Problems

If the computer does not start up — Ensure that the power cable is firmly connected to the computer and to the electrical outlet.

Turn the computer off — If you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 8 to 10 seconds (until the computer turns off), and then restart your computer.

A program stops responding —

End the program:

1. Press <Ctrl><Shift><Esc> simultaneously.
2. Click **Applications**.
3. Click the program that is no longer responding
4. Click **End Task**.

If a program crashes repeatedly — Check the software documentation. If necessary, uninstall and then reinstall the program.

NOTE: Software usually includes installation instructions in its documentation or on CD.

If the computer stops responding —

NOTICE: You might lose data if you are unable to perform an operating system shutdown.

Turn the computer off. If you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 8 to 10 seconds until the computer turns off. Then restart your computer.

If a program is designed for an earlier Microsoft® Windows® operating system —

Run the Program Compatibility Wizard. The Program Compatibility Wizard configures a program so that it runs in an environment similar to non-Windows Vista operating system environments.

1. Click **Start** → **Control Panel**→ **Programs**→ **Use an older program with this version of Windows**.
2. In the welcome screen, click **Next**.
3. Follow the instructions on the screen.

If a solid blue screen appears — Turn the computer off. If you are unable to get a response by pressing a key on your keyboard or moving your pointer or mouse, press and hold the power button for at least 8 to 10 seconds until the computer turns off. Then restart your computer.

If you have other software problems —

- Back up your files immediately.
- Use a virus-scanning program to check the hard drive or CDs.
- Save and close any open files or programs and shut down your computer through the **Start** menu.
- Check the software documentation or contact the software manufacturer for troubleshooting information:
  - Ensure that the program is compatible with the operating system installed on your computer.
  - Ensure that your computer meets the minimum hardware requirements needed to run the software. See the software documentation for information.

- Ensure that the program is installed and configured properly.
- Verify that the device drivers do not conflict with the program.
- If necessary, uninstall and then reinstall the program.

Using Support Tools

Dell Support Center

The Dell Support Center helps you find the service, support, and system-specific information you need. For more information about Dell Support Center and available support tools, click the **Services** tab at **support.dell.com**.

Click the  icon in the taskbar to run the application. The home page provides links to access:

- Self Help (Troubleshooting, Security, System Performance, Network/Internet, Backup/Recovery, and Windows Vista®)
- Alerts (technical support alerts relevant to your computer)
- Assistance from Dell (Technical Support with DellConnect™, Customer Service, Training and Tutorials, How-To Help with Dell on Call, and Online Scan with PCCheckUp)
- About Your System (System Documentation, Warranty Information, System Information, Upgrades & Accessories)

The top of the Dell Support Center home page displays your system's model number along with its service tag and express service code.

For more information about the Dell Support Center, see the *Dell Technology Guide* available on your computer or on the Dell Support website at **support.dell.com**.

Beep Codes

Your computer might emit a series of beeps during start-up if the monitor cannot display errors or problems. This series of beeps, called a beep code, identifies a problem. One possible beep code consists of repetitive three

short beeps. This beep code tells you that the computer encountered a possible motherboard failure. If your computer beeps during start-up:

1. Write down the beep code and Contact Dell, see "Contacting Dell" on page 53.
2. Run the Dell Diagnostics to identify a more serious cause, see "Dell Diagnostics" on page 41.

Code (repetitive short beeps)	Description
1	BIOS ROM checksum in progress or failure; BIOS chip failure
2	No RAM detected
3	Chipset Error (North and South Bridge Chipset, DMA/IMR/Timer Error for Intel platform); Chipset Error
3 (*continued*)	Time-Of-Day Clock test failure
	Gate A20 failure
	Super I/O chip failure
	Keyboard controller test failure
4	RAM Read/Write failure
5	Real-time clock power failure
6	Video BIOS Test failure

System Messages

If your computer has an issue or error, it may display a system message that will help you identify the cause and action needed to resolve the issue.

NOTE: If the message you received is not listed in the following examples, see the documentation for either the operating system or the program that was running when the message appeared. Alternatively you could see the *Service Manual* on the Dell Support website at **support.dell.com** or see “Contacting Dell” on page 53 for assistance.

Alert! Previous attempts at booting this system have failed at checkpoint [nnnn]. For help in resolving this problem, please note this checkpoint and contact Dell Technical Support — The computer failed to complete the boot routine three consecutive times for the same error. See “Contacting Dell” on page 53 for assistance.

CMOS checksum error — Possible motherboard failure or RTC battery low. Replace the battery. See “Contacting Dell” on page 53 for assistance.

CPU fan failure — CPU fan has failed. See “Contacting Dell” on page 53 for assistance.

Hard-disk drive failure — Possible hard disk drive failure during HDD POST. See “Contacting Dell” on page 53 for assistance.

Hard-disk drive read failure — Possible hard disk drive failure during HDD boot test. See “Contacting Dell” on page 53 for assistance.

No timer tick interrupt — A chip on the system board might be malfunctioning or there may be a system board failure. See “Contacting Dell” on page 53 for assistance.

USB over current error — Disconnect the USB device. Your USB device needs more power for it to function properly. Use an external power source to connect the USB device, or if your device has two USB cables, connect both of them.

Hardware Troubleshooter

If a device is either not detected during the operating system setup or is detected

but incorrectly configured, you can use the **Hardware Troubleshooter** to resolve the incompatibility.

To start the Hardware Troubleshooter:

1. Click **Start** → **Help and Support**.
2. Type `hardware troubleshooter` in the search field and press <Enter> to start the search.
3. In the search results, select the option that best describes the problem and follow the remaining troubleshooting steps.

Dell Diagnostics

If you experience a problem with your computer, perform the checks in "Lockups and Software Problems" on page 35 and run the Dell Diagnostics before you contact Dell for technical assistance.

NOTE: Dell Diagnostics works only on Dell computers.

NOTE: The *Drivers and Utilities* media is optional and may not ship with your computer.

See the System Setup section in the *Service Manual* to review your computer's configuration information, and ensure that the device that you want to test displays in the system setup program and is active.

Start the Dell Diagnostics from your hard drive or from the *Drivers and Utilities* media.

Starting Dell Diagnostics From Your Hard Drive

The Dell Diagnostics is located on a hidden diagnostic utility partition on your hard drive.

NOTE: If your computer cannot display a screen image, see "Contacting Dell" on page 53.

1. Ensure that the computer is connected to an electrical outlet that is known to be working properly.
2. Turn on (or restart) your computer.

3. When the DELL™ logo appears, press <F12> immediately. Select **Diagnostics** from the boot menu and press <Enter>.

NOTE: If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft® Windows® desktop; then, shut down your computer and try again.

NOTE: If you see a message stating that no diagnostics utility partition has been found, run the Dell Diagnostics from the *Drivers and Utilities* media.

4. Press any key to start the Dell Diagnostics from the diagnostics utility partition on your hard drive.

Starting Dell Diagnostics From the Drivers and Utilities Media

1. Insert the *Drivers and Utilities* media.
2. Shut down and restart the computer. When the DELL logo appears, press <F12> immediately.

NOTE: If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft® Windows® desktop; then, shut down your computer and try again.

NOTE: The next steps change the boot sequence for one time only. On the next start-up, the computer boots according to the devices specified in the system setup program.

3. When the boot device list appears, highlight **CD/DVD/CD-RW** and press <Enter>.
4. Select the **Boot from CD-ROM** option from the menu that appears and press <Enter>.
5. Type `1` to start the CD menu and press <Enter> to proceed.
6. Select **Run the 32 Bit Dell Diagnostics** from the numbered list. If multiple versions are listed, select the version appropriate for your computer.
7. When the Dell Diagnostics **Main Menu** appears, select the test you want to run.

System Recovery Options

You can restore your operating system in the following ways:

- System Restore returns your computer to an earlier operating state without affecting data files. Use System Restore as the first solution for restoring your operating system and preserving data files.
- Dell Factory Image Restore returns your hard drive to the operating state it was in when you purchased the computer. Dell Factory Image Restore procedures permanently delete all data on the hard drive and remove any programs installed after you received the computer. Use Dell Factory Image Restore only if System Restore did not resolve your operating system problem.
- If you received an Operating System disc with your computer, you can use it to restore your operating system. However, using the Operating System disc also deletes all data on the hard drive. Use the disc only if neither System Restore nor Dell Factory Image Restore did not resolve your operating system problem.

System Restore

The Windows operating systems provide a System Restore option which allows you to return your computer to an earlier operating state (without affecting data files) if changes to the hardware, software, or other system settings have left the computer in an undesirable operating state. Any changes that System Restore makes to your computer are completely reversible.

NOTICE: Make regular backups of your data files. System Restore does not monitor your data files or recover them.

NOTE: The procedures in this document were written for the Windows default view, so they may not apply if you set your Dell™ computer to the Windows Classic view.

Starting System Restore

1. Click **Start** .
2. In the **Start Search** box, type `System Restore` and press <Enter>.

NOTE: The **User Account Control** window may appear. If you are an administrator on the computer, click **Continue**; otherwise, contact your administrator to continue the desired action.

3. Click **Next** and follow the remaining prompts on the screen.

In the event that System Restore did not resolve the issue, you may undo the last system restore.

Undoing the Last System Restore

NOTE: Before you undo the last system restore, save and close all open files and exit any open programs. Do not alter, open, or delete any files or programs until the system restoration is complete.

1. Click **Start** .
2. In the **Start Search** box, type `System Restore` and press <Enter>.
3. Click **Undo my last restoration** and click **Next**.

Dell Factory Image Restore

NOTICE: Using Dell Factory Image Restore permanently deletes all data on the hard drive and removes any programs or drivers installed after you received your computer. If possible, back up the data before using these options. Use Dell Factory Image Restore only if System Restore did not resolve your operating system problem.

NOTE: Dell Factory Image Restore may not be available in certain countries or on certain computers.

These options restore your hard drive to the operating state it was in when you purchased

the computer. Any programs or files added since you received your computer—including data files—are permanently deleted from the hard drive. Data files include documents, spreadsheets, e-mail messages, digital photos, music files, and so on. If possible, back up all data before using Factory Image Restore.

Dell Factory Image Restore

1. Turn on the computer. When the Dell logo appears, press <F8> several times to access the **Vista Advanced Boot Options** Window.
2. Select **Repair Your Computer**.
3. The **System Recovery Options** window appears.
4. Select a keyboard layout and click **Next**.
5. To access the recovery options, log on as a local user. To access the command prompt, type `administrator` in the **User name** field, then click **OK**.
6. Click **Dell Factory Image Restore**. The **Dell Factory Image Restore** welcome screen appears.

   NOTE: Depending upon your configuration, you may need to select **Dell Factory Tools**, then **Dell Factory Image Restore**.

7. Click **Next**. The **Confirm Data Deletion** screen appears.

   NOTICE: If you do not want to proceed with Factory Image Restore, click **Cancel**.

8. Select the check box to confirm that you want to continue reformatting the hard drive and restoring the system software to the factory condition, then click **Next**.

   The restore process begins and may take five or more minutes to complete. A message appears when the operating system and factory-installed applications have been restored to factory condition.

9. Click **Finish** to reboot the system.

Operating System Reinstallation

Before You Begin

If you are considering reinstalling the Windows operating system to correct a problem with a newly installed driver, first try using Windows Device Driver Rollback. If Device Driver Rollback does not resolve the problem, then use System Restore to return your operating system to the operating state it was in before you installed the new device driver. See "System Restore" on page 43.

NOTICE: Before performing the installation, back up all data files on your hard drive. For conventional hard drive configurations, the hard drive is the first drive detected by the computer.

Use Operating System Reinstallation media only as the last method to restore your operating system.

To reinstall Windows, you need the following items:

- *Dell Operating System* media
- *Dell Drivers and Utilities* media

NOTE: The *Dell Drivers and Utilities* media contains drivers that were installed during the assembly of the computer. Use the Dell Drivers and Utilities media to load any required drivers. Depending on the region from which you ordered your computer, or whether you requested the media, the *Dell Drivers and Utilities* media and *Operating System* media may not ship with your computer. Alternatively, you can also use the Dell Factory Image Restore as it contains all the drivers that are available on your computer.

Reinstalling Windows Vista

The reinstallation process can take 1 to 4 hours to complete. After you reinstall the operating system, you must also reinstall the device drivers, virus protection program, and other software.

1. Save and close any open files and exit any open programs.
2. Insert the *Operating System* disc.
3. Click **Exit** if the **Install Windows** message appears.
4. Restart the computer.
5. When the DELL logo appears, press <F12> immediately.

NOTE: If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft® Windows® desktop; then, shut down your computer and try again.

NOTE: The next steps change the boot sequence for one time only. On the next start-up, the computer boots according to the devices specified in the system setup program.

6. When the boot device list appears, highlight **CD/DVD/CD-RW Drive** and press <Enter>.
7. Press any key to **Boot from CD-ROM**. Follow the instructions on the screen to complete the installation.

Getting Help

If you experience a problem with your computer, you can complete the following steps to diagnose and troubleshoot the problem:

1. See “Solving Problems” on page 31 for information and procedures that pertain to the problem your computer is experiencing.
2. See “Dell Diagnostics” on page 41 for procedures on how to run Dell Diagnostics.
3. Fill out the “Diagnostic Checklist” on page 52.
4. Use Dell’s extensive suite of online services available at Dell Support (**support.dell.com**) for help with installation and troubleshooting procedures. See “Online Services” on page 49 for a more extensive list of Dell Support online.
5. If the preceding steps have not resolved the problem, see “Contacting Dell” on page 53.

NOTE: Call Dell Support from a telephone near or at the computer so that the support staff can assist you with any necessary procedures.

NOTE: Dell’s Express Service Code system may not be available in all countries.

When prompted by Dell’s automated telephone system, enter your Express Service Code to route the call directly to the proper support personnel. If you do not have an Express Service Code, open the **Dell Accessories** folder, double-click the **Express Service Code** icon, and follow the directions.

NOTE: Some of the following services are not always available in all locations outside the continental U.S. Call your local Dell representative for information on availability.

Technical Support and Customer Service

Dell's support service is available to answer your questions about Dell hardware. Our support staff uses computer-based diagnostics to provide fast, accurate answers.

To contact Dell's support service, see "Before You Call" on page 52 and then see the contact information for your region or go to **support.dell.com**.

DellConnect

DellConnect is a simple online access tool that allows a Dell service and support associate to access your computer through a broadband connection, diagnose your problem and repair it all under your supervision. For more information, go to **support.dell.com** and click **DellConnect**.

Online Services

You can learn about Dell products and services on the following websites:

- **www.dell.com**
- **www.dell.com/ap** (Asian/Pacific countries only)
- **www.dell.com/jp** (Japan only)
- **www.euro.dell.com** (Europe only)
- **www.dell.com/la** (Latin American and Caribbean countries)
- **www.dell.ca** (Canada only)

You can access Dell Support through the following websites and e-mail addresses:

Dell Support websites

- **support.dell.com**
- **support.jp.dell.com** (Japan only)
- **support.euro.dell.com** (Europe only)

Dell Support e-mail addresses

- **mobile_support@us.dell.com**
- **support@us.dell.com**
- **la-techsupport@dell.com** (Latin America and Caribbean countries only)
- **apsupport@dell.com** (Asian/Pacific countries only)

Dell Marketing and Sales e-mail addresses

- **apmarketing@dell.com** (Asian/Pacific countries only)
- **sales_canada@dell.com** (Canada only)

Anonymous file transfer protocol (FTP)

- **ftp.dell.com**

  Log in as user: `anonymous`, and use your e-mail address as your password.

Automated Order-Status Service

To check on the status of any Dell products that you have ordered, you can go to **support.dell.com**, or you can call the automated order-status service. A recording prompts you for the information needed to locate and report on your order. For the telephone number to call your region, see “Contacting Dell” on page 53 for problems with your order.

If you have a problem with your order, such as missing parts, wrong parts, or incorrect billing, contact Dell for customer assistance. Have your invoice or packing slip handy when you call. For the telephone number to call for your region, see “Contacting Dell” on page 53.

Product Information

If you need information about additional products available from Dell, or if you would like to place an order, visit the Dell website at **www.dell.com**. For the telephone number to call

for your region or to speak to a sales specialist, see “Contacting Dell” on page 53.

Returning Items for Repair Under Warranty or for Credit

Prepare all items being returned, whether for repair or credit, as follows:

1. Call Dell to obtain a Return Material Authorization Number, and write it clearly and prominently on the outside of the box.
2. For the telephone number to call for your region, see “Contacting Dell” on page 53.
3. Include a copy of the invoice and a letter describing the reason for the return.
4. Include a copy of the Diagnostics Checklist (see “Diagnostic Checklist” on page 52), indicating the tests that you have run and any error messages reported by the Dell Diagnostics (see “Dell Diagnostics” on page 41).
5. Include any accessories that belong with the item(s) being returned (power cables, software, guides, and so on) if the return is for credit.
6. Pack the equipment to be returned in the original (or equivalent) packing materials.
7. You are responsible for paying shipping expenses. You are also responsible for insuring any product returned, and you assume the risk of loss during shipment to Dell. Collect On Delivery (C.O.D.) packages are not accepted.
8. Returns that are missing any of the preceding requirements will be refused at Dell’s receiving dock and returned to you.

Before You Call

NOTE: Have your Express Service Code ready when you call. The code helps Dell's automated-support telephone system direct your call more efficiently. You may also be asked for your Service Tag (located on the back or bottom of your computer).

Remember to fill out the following Diagnostics Checklist. If possible, turn on your computer before you call Dell for assistance and call from a telephone at or near the computer. You may be asked to type some commands at the keyboard, relay detailed information during operations, or try other troubleshooting steps possible only at the computer itself. Ensure that the computer documentation is available.

Diagnostic Checklist

- Name:
- Date:
- Address:
- Phone number:
- Service Tag (bar code on the back or bottom of the computer):
- Express Service Code:
- Return Material Authorization Number (if provided by Dell support technician):
- Operating system and version:
- Devices:
- Expansion cards:
- Are you connected to a network? Yes /No
- Network, version, and network adapter:
- Programs and versions:

See your operating system documentation to determine the contents of the computer's start-up files. If the computer is connected to

a printer, print each file. Otherwise, record the contents of each file before calling Dell.

- Error message, beep code, or diagnostic code:
- Description of problem and troubleshooting procedures you performed:

Contacting Dell

For customers in the United States, call 800-WWW-DELL (800-999-3355).

NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

To contact Dell for sales, technical support, or customer service issues:

1. Visit **support.dell.com**.
2. Verify your country or region in the **Choose A Country/Region** drop-down menu at the bottom of the page.
3. Click **Contact Us** on the left side of the page.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.

Finding More Information and Resources

If you need to:	See:
reinstall your operating system.	your operating system disc.
run a diagnostic program for your computer, reinstall desktop system software, or update drivers for your computer, and readme files.	the *Drivers and Utilities* disc. **NOTE:** Drivers and documentation updates can be found on the Dell™ Support website at **support.dell.com**.
learn more about your operating system, maintaining peripherals, RAID, Internet, Bluetooth®, networking, and e-mail.	the *Dell Technology Guide* available on your computer or on the Dell Support website at **support.dell.com**.
upgrade your computer with new or additional memory, or a new hard drive. reinstall or replace a worn or defective part.	the *Service Manual* on the Dell Support website at **support.dell.com.** **NOTE:** In some countries, opening and replacing parts of your computer may void your warranty. Check your warranty and return policies before working inside your computer.

If you need to:	See:
find safety best practices information for your computer review Warranty information, Terms and Conditions (U.S. only), Safety instructions, Regulatory information, Ergonomics information, and End User License Agreement.	the safety and regulatory documents that shipped with your computer and also see the Regulatory Compliance Homepage at **www.dell.com/regulatory_compliance.**
find your Service tag/Express Service Code—You must use the service tag to identify your computer on **support.dell.com** or to contact technical support.	the back or bottom of your computer.
find drivers and downloads. access technical support and product help. check on your order status for new purchases. find solutions and answers to common questions. locate information for last-minute updates about technical changes to your computer or advanced technical-reference material for technicians or experienced users.	the Dell™ Support website at **support.dell.com.**

Specifications

System Model
XPS One A2420

This section provides information that you may need when setting up, updating drivers for, and upgrading your computer.

NOTE: Offerings may vary by region. For more information regarding the configuration of your computer, click **Start** → **Help and Support** and select the option to view information about your computer.

Processor	
Types	L2 cache
Intel® Core™2 Duo	at least 4 MB
Intel Core2 Quad	at least 6 MB

Drives and Devices	
Drives	One 3.5-inch internal hard-drive, one slim-line slot-load optical drive
Wireless	Bluetooth® 1.1 adapter
Camera	2.0 mega pixel

Drives and Devices

Available device	Serial ATA hard drive, USB memory devices, DVD and CD-RW combo drive, DVD+/-RW, microphone array, 8-in-1 Media Card Reader, and Blu-ray Disc™

Memory

Type	Dual channel 800 MHz DDR2
Connectors	Two
Capacities	512 MB, 1 GB, and 2 GB
Minimum	1 GB
Maximum	4 GB
BIOS address	F0000h

Computer Information

System chipset	Intel G45
Data bus width	64 bits
Address bus width	32 bits
DMA channels	8
Interrupt levels	24
BIOS chip (NVRAM)	32 Mb
Memory speed	667/800 MHz
System bus frequency	1333-MHz data rate (depending on your processor)

External Connectors

IEEE 1394a	Side panel: one 4-pin mini-connector Back panel: one 6-pin connector

External Connectors	
Network adapter	RJ45 connector
USB 2.0	Two side-panel and four back-panel connectors
Audio	Two side-panel connectors for microphone/line-in and headphones/ line-out; two back-panel connectors for S/PDIF digital audio out and 2.0 audio out
TV input-device connector	10-pin connector to attach the optional TV input device

Audio	
Type	JBL integrated speakers
Stereo conversion	20-bit analog-to-digital; 24-bit digital-to-analog
Power	25 W
Frequency response	80 Hz to 20,000 Hz
Volume controls	Keyboard shortcuts, program menus, media control buttons on front of display and optional optimized wireless keyboard

Video	
Type	Intel G45
LCD interface	LVDS
TV support (with optional TV tuner card only)	Dependant on region:
	NTSC/ATSC: NTSC supported in RF, S-video, and composite modes. ATSC supported in RF mode.
	PAL/SECAM/ DVB-T: PAL/ SECAM supported in RF, S-video, and composite modes. DVB-T supported in RF mode.
	NTSC/ISDB-T: NTSC supported in RF, S-video, and composite modes. ISDB-T supported in RF mode.

Display	
Type (active-matrix TFT)	WUXGA+
Maximum resolution	1920x1200
Brightness (maximum)	350 nits
Response time (typical)	12.0-ms (typical)
Contrast ratio	1200:1
Operating angle	5° forward to 25° back

Display

Viewing angles	Horizontal +/- 89° Vertical +/- 89°
Controls	Brightness can be controlled through keyboard shortcuts if you are using the optional wireless keyboard optimized for use with your computer.

Physical

Approximate height	46.1 cm (18.2 inches)
Approximate width	68.4 cm (26.9 inches)
Approximate depth (without cables or stand)	9.33 cm (3.7 inches)
Approximate depth (with stand installed)	20.2 cm (7.9 inches)
Approximate weight (typical)	17.9 kg (39.5 lb)

Power

Wattage	255 W
Voltage	90-264V at 50/60Hz
Backup battery	3-V CR2032 lithium coin cell

Computer Environment

Temperature:	
Operating	10° to 35° C (50° to 95° F)
Storage	-40° to 65° C (-40° to 149° F)

Computer Environment	
Relative humidity	20% to 80% (noncondensing)
Maximum Vibration:	
Operating	0.26 Grms random for 2 min in all operational orientations
Storage	2.2 Grms random for 15 mins
Maximum Shock:	
Operating	Half-Sine Pulse: 40G for 2ms with a change in velocity of 20 in/s (51 cm/s)

Computer Environment	
Storage	Half-Sine Pulse: 40G for 22 ms with a change in velocity of 240 in/s (609 cm/s)
Altitude:	
Operating	-15.2 to 3048 m (-50 to 10,000 ft)
Storage	-15.2 to 10,668 m (-50 to 35,000 ft)
Airborne containment level	G2 or lower as defined by ISA-S71.04-1985

Appendix

Macrovision Product Notice

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

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